Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	High	Low	FCR Total
Agriculture and Food	5 4	51 43	56 47
Customer Company Total	5 4	51 43	56 47

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	High	Low	MIR Total
Agriculture and Food	5 0	51 5	56 5
Customer Company Total	5 0	51 5	56 5

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	**Top Number - Total Incidents**		
	Bottom Number -Average time in hours		
	High	**Low**	**ATTIR Total**
Agriculture and Food	5	51	56
	0.11	0.29	0.27
Customer Company Total	5	51	56
	0.11	0.29	0.27

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - Missed Resolution		
	High	Low	MR Total
Agriculture and Food	5 0	51 2	56 2
Customer Company Total	5 0	51 2	56 2

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

	Top Number - Total Incidents		
Customer Company	**Bottom Number - Average time in hours**		
	High	**Low**	**ATTR Total**
Agriculture and Food	5	51	56
	0.23	10.93	9.90
Customer Company Total	5	51	56
	0.23	10.93	9.90

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Detail

INC000000292309	Jay Schvaneveldt	None	None	None			TIR Missed: Yes	TIR:	1.18
Project Management	Carlo Ardito	Agriculture and Food	Low	Closed		TTR Missed: Yes	TTR:	489.06
INC000000363430	Mark Quilter	Application	Error	PGP			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	
INC000000371667	James Leavitt	PC/Laptop	Hardware	None			TIR Missed: Yes	TIR:	4.77
Rural South Desktop Support	Doug Chaston	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	4.78
INC000000374608	Richard Sandberg	Application	Reporting	None			TIR Missed: No	TIR:	0.00
Help Desk	Vicky Marrelli	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000375020	Mark Martin	Network	Password	Novell ConsoleOne			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000375022	Bracken Davis	Application	Error	Microsoft Office Professional 20			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000376144	Jay Schvaneveldt	Application	Reporting	Microsoft Windows XP Professic			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000376150	Shelly Jensen	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000376158	Warren Hess	Application	Reporting	Microsoft Office 2003 Professior			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377095	Sue Mounteer	Application	Error	Mozilla Firefox			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377099	Trudy Casey	Network	Incident	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377106	Kathleen Mathews	Network	Password	Novell ConsoleOne			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377112	Linda Lewis	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377114	Shelly Jensen	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377122	Lewis Ekstrom	Application	Reporting	Microsoft Office 2003 Professior			TIR Missed: No	TIR:	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000377687	James Leavitt	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	TIR:	0.00
Rural South Desktop Support	Doug Chaston	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00

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INC000000378510	Mark Quilter	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	
INC000000378517	Linda Lewis	Application	Reporting	Internet Explorer			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000378652	Kathleen Clarke	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed		TTR Missed: No	TTR:	0.00
INC000000379101	Mohammed Sharaf	PC/Laptop	Error	None			TIR Missed: Yes	TIR:	3.82
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	3.83
INC000000379804	Mark Demings	Application	Error	None			TIR Missed: Yes	TIR:	1.13
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved		TTR Missed: No	TTR:	1.40
INC000000380029	Sara Lealos	Application	Error	None			TIR Missed: No	TIR:	0.18
	Capitol Hosting	Mike Tyrrell	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.18
INC000000380640	David H Clark	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000380769	Drew Matthews	Application	Password	Novell GroupWise			TIR Missed: No	TIR:	0.89
	Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.89
INC000000381354	Nancy Betzing	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professi			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000381359	Eldon Ekins	Network	Incident	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000381361	Linda Lewis	Application	Error	Adobe Reader			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000381364	Kathleen Clarke	Application	Error	Novell GroupWise			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Closed		TTR Missed: No	TTR:	0.00
INC000000381373	Mark Quilter	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	
INC000000382130	Nancy Betzing	Print/Copy/Scan/Fax	Incident	Microsoft Word			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000382147	Bill Eccleston	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000382149	Sara Lealos	None	None	None			TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	0.00
INC000000382666	Karen Parkes	PC/Laptop	Hardware	None			TIR Missed: No	TIR:	0.54
	Metro D Desktop Support	Philip Henderson	Agriculture and Food	Low	Closed		TTR Missed: No	TTR:	3.11

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INC000000383214	Kathleen Mathews	Application	Password	State Payroll Time Entry System	TIR Missed: No	TIR:	0.22
	Metro D Desktop Support	Eldon Jenson	Agriculture and Food	Low	Resolved	TTR Missed: Yes	TTR:	8.63
INC000000383427	Mohammed Sharaf	PC/Laptop	Hardware	None	TIR Missed: Yes	TIR:	1.25
	Metro D Desktop Support	Eldon Jenson	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	1.25
INC000000383916	Karen Parkes	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Eldon Jenson	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000384065	Leonard Blackham	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.38
	Help Desk	James Stearns	Agriculture and Food	High	Resolved	TTR Missed: No	TTR:	0.67
INC000000384160	Rhonda Overman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Help Desk	Brenda Treadway	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000384294	Bill Rigby	PC/Laptop	Error	None	TIR Missed: No	TIR:	0.63
	Metro D Desktop Support	Eldon Jenson	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.63
INC000000384506	David Bailey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	John Robinson	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000385609	Leonard Blackham	Application	Error	Ipads	TIR Missed: No	TIR:	0.15
	Application Services	Dustin Crump	Agriculture and Food	High	Resolved	TTR Missed: No	TTR:	0.47
INC000000388304	Shelly Jensen	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000388317	Mohammed Sharaf	PC/Laptop	Hardware	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	
INC000000388319	Arlene Thatcher	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000388323	Trudy Casey	PC/Laptop	Password	Microsoft Windows XP Professional	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000388329	Noel McSpadden Jr	Network	Password	Utah Master Directory	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000388618	David Bailey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	TIR:	0.00
	Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000389222	Sara Lealos	PC/Laptop	Password	Microsoft Windows XP Professional	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000389223	Linda Lewis	Application	Error	Internet Explorer	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00
INC000000390108	Tamra Watson	Network	Password	Novell ConsoleOne	TIR Missed: No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR:	0.00

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INC000000390109	Rebecca Nielsen	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000390111	Arlene Thatcher	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000390116	Mohammed Sharaf	Application	Reporting	Microsoft Office XP Professiona		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391053	Larry Lewis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed: No	TTR: 0.00
INC000000391057	Tamra Watson	PC/Laptop	Password	Microsoft Windows 7		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000391067	Stephen Ogilvie	Application	Reporting	Microsoft Windows 7		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00